



MAUNA KEA RESIDENCES

Genuine Hawaiian Hospitality



Spectacular Residences. **Impeccable** Service.
Unforgettable Moments.

RENTAL & HOME CARE



RENTAL

YOUR HOME could provide enjoyment for others and revenue for you. If you've thought about renting your property, then trust your investment to Mauna Kea Residences.

Mauna Kea Residences is known for exceptional service, attentive hospitality and expertise in rental and home care management. From booking to check-out we'll handle every detail and deliver optimal bottom-line results to you.

YOU AND YOUR GUESTS WILL RECEIVE THE FOLLOWING SERVICES as part of our rental program:

- Charging privileges at Mauna Kea Beach Hotel and The Westin Hapuna Beach Resort affiliated shops, restaurants and recreation outlets
- Exclusive guest rates for the championship Mauna Kea and Hapuna Golf Courses as well as the Seaside Tennis Club
- Use of Mauna Kea and Hapuna fitness centers
- Beach and pool services, such as towels and lounge chairs
- Knowledgeable, local, on-site teams
- Complimentary concierge service
- 24-hour bookings by phone and online
- 24/7 check-in at our convenient, central location within The Westin Hapuna Beach Resort
- Effortless fulfillment of special requests from extra towels or pillows to forgotten sundries, grocery delivery and more
- 24-hour on-site maintenance and emergency response
- Owner website allows you to view booked owner and rental stays, make reservations, view completed work orders and monthly statements
- Collection and payment of all lodging and sales taxes on your behalf
- Accountability and transparency

Impeccable service. Carefree ownership.

ENTRUST YOUR HOME to Mauna Kea Residences and receive peace of mind knowing your asset is well-protected.

We provide turnkey property management:

- Regular property inspections pre- and post-stay
- A dedicated property manager serving as your personal point of contact
- Professional and courteous on-site housekeeping services inside and out, including lanai and outdoor living spaces*
- Arrival, departure, construction and window cleanings are offered*
- Mindfulness to your custom dossier, following individual owner housekeeping preferences
- Prompt, efficient, on-site maintenance services
- Preventative and regular maintenance for HVAC; appliances; home lighting; pool, pond and spa; electrical; plumbing and more
- Landscaping services and pest control
- Detailed accounting of maintenance and repairs
- Additional services such as bill paying, handling of mail, packages and pre-arrival requests
- Complimentary concierge and bell services

**Green products available upon request*

WE HANDLE ALL THE DETAILS so you may enjoy the benefits of your investment, and your family and friends may enjoy an unparalleled Mauna Kea experience.





Maximum exposure. Minimal effort.

As part of our rental program, your property will be aggressively marketed:

- MaunaKeaResidences.com. Optimization of our website ensures travelers can easily find and book our accommodations when seeking a Hawaiian getaway
- Powerful travel websites like VRBO, Homeaway, Airbnb, Trip Advisor and more
- Top social platforms Facebook, Instagram and Twitter
- Monthly e-newsletter and flash sales distributed to 6,000+ opt-in subscribers plus cross-marketing to savvy travelers who have stayed at our sister resorts
- Digital and print ad placements in key national and international tour and travel publications
- Tradeshow events designed to attract weddings, golf and corporate groups
- A robust press strategy targeting resort lifestyle
- Travel consortia, top local real estate brokers, resort travel agents
- Partnerships with key entities such as Mauna Kea Beach Hotel and The Westin Hapuna Beach Resort

AS PART OF THE MAUNA KEA RESIDENCES RENTAL PROGRAM you will benefit from powerful marketing and sales tactics proven to maximize reservations and rental income. While other companies may offer an enticing introductory revenue split, they're unable to achieve our higher nightly rates, longer stays and repeat guests; potentially resulting in an overall net loss of earnings to you. We provide on-site presence and depth of experience focused exclusively on Mauna Kea Resort and we are well-poised for everything from concierge services to maintenance.

STRATEGIC RESULTS-DRIVEN MARKETING EFFORTS are leading-edge and go far beyond basic listing. Our marketing strategies go much deeper. We invest significant dollars in proven, and leading-edge initiatives, with a singular goal in mind: maximizing exposure, rental nights and your total revenue.



One of the most photographed holes in the golf world, Mauna Kea Golf Course hole number 3

WHY MAUNA KEA RESIDENCES?

With so many options available to you for rental and home care, why choose Mauna Kea Residences? Beyond our promise of delivering excellence and extraordinary results, we also offer:

MKR Others

- ON-PROPERTY PRESENCE at Mauna Kea Resort providing convenient check-in for owners and guests; no competitor offers this ✓
- ON-PROPERTY RESERVATIONS, guest services, sales, marketing, accounting, maintenance and housekeeping teams with 24/7 emergency response capabilities ✓
- ON-PROPERTY CONCIERGE offering exceptional Mauna Kea Resort and Hawaii-area knowledge ✓
- YEAR ROUND OPERATIONS, for owners and guests including holidays ✓
- DISTINCT, SINGULAR FOCUS on luxury properties within Mauna Kea Resort ✓
- CAPACITY to achieve higher nightly yields, longer stays, repeat guests ✓
- MARKETING STRATEGY that is powerful, far-reaching, and robust; well beyond free or low-cost vacation rental and classified ad websites ✓
- LUXURY FRONT DESK with seasoned, full-service staff and 24-hour check-in option ✓
- PERSONALIZED GUEST EXPERIENCES including pre-arrival concierge, grocery delivery, housekeeping and home care requests ✓
- COMPETITIVE REVENUE SPLIT ✓ ✓
- COVERAGE of all marketing, advertising and credit card fees on behalf of your rental home ✓
- CONSISTENT REACH to sophisticated travelers, worldwide ✓
- BONDED, INSURED AND FULLY LICENSED BROKERAGE that meets all State of Hawaii legal requirements for property management ✓



Enroll your residence in Mauna Kea Residences Rental or Home Care Service Program to begin enjoying impeccable service, carefree ownership, optimal performance, results and profitability.

www.maunakearesidences.com | 877.418.8675 | info@maunakearesidences.com





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